

Team Results

		2000	Q2-2001	Q4-2001	Q2-2002	Q4-2002
CUSTOMER SATISFACTION	ACSI	80.6	82.2			
	Other survey					
EMPLOYEE SATISFACTION		3.38	3.29			
UNIT COST	Your Portion		\$.03		\$.02	
	Other					

Contributions

Status

(1) Promote Late Stage Delinquency Assistance among Direct Loan schools in Region IV.

6/30/03

(2) Help schools reduce their ending cash balance.

12/31/02

(3) Promote and enhance the effectiveness and impact of technical and programmatic site visits to schools.

Ongoing

(4) Recognize and reward individual/team accomplishments.

Ongoing